



CROZER-KEYSTONE
HEALTH SYSTEM

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July 23, 2009

Mr. David Wilderman, Acting Executive Director
Pennsylvania Health Care Cost Containment Council
225 Market Street, Suite 400
Harrisburg, Pa. 17101

Dear Mr. Wilderman,

We at Crozer Chester Medical Center would like to thank PHC4 for the opportunity to comment on the 2006-2007 combined and 2007 CABG and Valve Surgery Report. The entire Crozer Keystone Health System supports the public reporting of this information as it informs the public about quality of care provided by hospitals in the state and assists hospitals to develop a focus for improvement. Appropriately, we have examined our cardiac surgery program in view of this report in an effort to determine ways to improve care to our patients in the future.

We would like to point out to the public that our 2006 results are very different from our multiple years of favorable results previously reported by PHC4. In addition, our results for 2007 alone published in this report show a return to the level of performance previously demonstrated. Looking to future reports, our results for 2008 and the first half of 2009, though not yet public or confirmed by PHC4, remain comparable to all these favorable years. It then becomes apparent that the 2006 results are indeed unusual and not the norm for Crozer Chester Medical Center or its cardiac surgeons. In fact, with the exception of this unusual year, our performance is much more consistent with the rest of Pennsylvania's hospitals. At the same time, these results provide us the reminder to constantly review our cardiac surgical program in order to continuously improve our results

Assessment of outcomes is complex and problematic. Rest assured that Crozer Keystone Health System has committed energy and expertise to sustain and further improve the quality and safety of our cardiac surgical program.

Again, we thank you not only for providing this information publicly, but for providing the opportunity to comment as well.

Sincerely,

Eric D. Dobkin, MD, FACS, FCCM
Vice President, Quality and Patient Safety
Crozer Keystone Health System